namecheap

SERVICE MESSAGE

An Important Update

Dear [name],

We understand some of our customers will find themselves in a tough spot financially as a result of COVID-19. If you are having trouble keeping up with your Namecheap payments, please open a support ticket with us, and our team will see what we can do to help. I urge you not to abuse this offer, please allow it to be used by those who need it most, who are otherwise unable to pay. For transparency, we will be able to help more on products we own end to end, such as our hosted products. Domains are a much tougher proposition, since we have registries that we need to pay upfront to extend domain names. Unless we can get some registries to work with us, it will be difficult to do much in this regard. That being said, please apply respectfully.

On another front, there are always those who try to take advantage of crisis situations by carrying out acts of fraud. In response, we are actively working with authorities to both proactively prevent, and take down, any fraudulent or abusive domains or websites related to COVID19. This includes banning certain terms such as "coronavirus", "covid", and "vaccine" from our domain search tool so they cannot be purchased and used for abuse. If you have a legitimate use for a domain containing one of these terms, our support team will be available to review and register it for you manually upon your request.

It's important for everyone to do their bit in tackling this global emergency, which is why all Namecheap offices have been closed indefinitely, and our employees are now operating from the safety of their homes. We are also providing our teams with the most up-to-date information on the ever-changing situation.

Thanks to the flexibility and dedication of our customer support teams, **we are able to keep on offering our renowned customer support, 24/7,** so your service experience will remain unchanged. Likewise, there will be no disruption to your usual Namecheap services.

In these difficult times it's always important to look out for each other and lend a helping hand where we can. I wish you and your family good health as we navigate the road ahead.

Gratefully Yours,

Richard Kirkendall
Namecheap CEO

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ICANN

We are an ICANN accredited registrar.
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